

## *What is Your Employee Assistance Program?*

Everyone has personal problems from time to time that can make life difficult and interfere with work. Your EAP can provide you with counseling and referral services, which include information and resources to assist you in these matters. The EAP offers professional, confidential face-to-face counseling sessions, telephone consultation, and web-based services. EAP services are available at no cost to you and your family members 24 hours per day, 7 days per week.

Your employer has contracted with EAP Consultants, Inc., a private, independent firm, to provide you with comprehensive EAP services. We offer assessment, short-term counseling, and referral services for a wide range of personal problems as well as a variety of work/life issues. Your issues can be addressed directly, with one of our specialists in person or by telephone, or at your convenience, on our web-site.

Our private offices are conveniently located near your work or home. Our EAP professionals will help you to identify and clarify your concerns, look at all the options, and develop a plan of action to create solutions that work. If additional assistance is needed, you will be referred to the most appropriate and affordable resources.

## *Who Provides the EAP Services?*

Our clinical providers are highly experienced:

- Licensed psychologists
- Licensed clinical social workers
- Licensed professional counselors
- Licensed marriage and family therapists
- Certified alcohol and drug counselors

Our consultants include:

- Attorneys
- Financial advisors
- Eldercare specialists
- Childcare specialists

All of our providers meet stringent criteria for professionalism and experience. We always look to choose the most appropriate expert to meet your individual needs.

## *How Can the EAP Help You?*

The EAP can help you find solutions to a full range of personal concerns. No problem is too big or too small. These can include:

- Stress
- Crisis
- Marital & Family Problems
- Emotional Concerns
- Relationship Issues
- Psychiatric Disorders
- Work Related Difficulties
- Alcohol & Drug Problems
- Life Adjustments
- Medical Problems

**Childcare** Our childcare specialists help parents assess childcare needs, evaluate current childcare situations and explore childcare options. We provide referrals for:

- Childcare arrangements
- Camps
- School programs
- Special needs programs

Availability is verified before a referral is made.

**Adoption Resources** We offer all the resources needed to facilitate an adoption.

**Eldercare** Our eldercare specialists:

- Provide referrals for all types of eldercare resources
- Ensure openings and appropriateness before making the referral
- Provide consultation on evaluating the quality of facilities or resources used.

**Legal** Our attorneys provide:

- Legal consultation in all areas except employment law
- Simple wills at no cost
- 25% discount off the hourly rate for legal services rendered beyond the EAP

**Financial** Our financial specialists provide consultation for:

- Retirement Planning
- Debt & Financial Problems
- Money Management
- Investment Strategies

**On-line Legal/Financial Library** At our web site, we offer an on-line Legal/Financial Library with:

- Articles covering legal and financial matters
- Samples of legal documents

To access, go to [www.eapconsultants.com](http://www.eapconsultants.com) and click on Member Access.

**Pet Services** Our resources include:

- Breeders & Groomers
- Kennels
- Pet Service Guide with comprehensive information on caring for a pet
- Walkers & Sitters
- Veterinarians

**Academic Resources** Our services include:

- Profiles for all types of schools
- A college planning guidebook with information on everything related to getting into and paying for college.
- Referrals to tutors

**Relocation Information** We offer information on:

- Cost of living for city and state to which you are relocating and how it compares with the cost of living where you presently reside, including sales and property taxes
- Crime statistics
- Profiles for all types of schools
- Location of churches/synagogues
- Historical weather conditions
- Vehicle registration policies and procedures

Our specialists are unable to provide actual relocation assistance.

## *Are There Any Costs for Using the EAP?*

The EAP is free of charge for you and your dependent family members. The program is prepaid by your employer. You will be responsible for the cost of additional services to which you may be referred after consultation with your EAP counselor. We will assist you in finding resources that are covered by your insurance, and that meet your financial capabilities.

## *Is Counseling Really Confidential?*

Counseling sessions are completely confidential, within the bounds of the law. We do not inform your employer about your use of the EAP. The EAP and your counselor can provide you with additional information regarding confidentiality.

## *Can a Supervisor Refer an Employee to Counseling?*

Occasionally, a supervisor may recommend that an employee contact the EAP when there is an ongoing work performance problem. Everything discussed between the counselor and employee is strictly confidential unless written consent is given by the employee. Even with consent, only necessary information is revealed to the supervisor.

## *How Do You Contact the EAP?*

To obtain services or information, call us toll-free at 800-869-0276. For TTY, call 866-951-8021. We are available 24 hours per day, 7 days per week to assist you.

You can also confidentially request EAP services by secure e-mail on the Member Access page of our web site at [www.eapconsultants.com](http://www.eapconsultants.com).

## *Special Information for Employees*

Employees and their family members are entitled to four sessions per separate incident/problem, per year at no cost.

When you call EAPC, we will ask you a few brief questions to help determine the counselor or consultant who would be best suited to provide the assistance you need.

You must cancel any scheduled appointments 24 hours in advance, unless there is an emergency. Otherwise, it will be considered as one of your EAP sessions.



Assessment, Counseling & Referral  
Confidential  
Free  
Professional

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